

Plan Quality Comparison Guide

Welcome to the Healthy Families Program Plan Quality Comparison Guide for 2003

This Plan Quality Comparison Guide is published to give you an overview about the performance of participating health and dental plans in providing care and customer services to HFP members.

What's in this Report?



- Health Plan Quality: Results of information about services provided by participating health plans.
- Members' Experience:
 Results of a survey of families enrolled in the Healthy Families Program during 2001.

If you would like to share your thoughts on this Report, please write to:

Healthy Families Program Attention: Benefits Division P.O. Box 2769 Sacramento, CA 95812-2769

Health Plan Quality Measures

This section presents health plan quality information for the Healthy Families Program. Each plan provided information on the number of children who received certain preventive care services during 2001. The information was independently audited and certified. The information provided is based on a nationally recognized quality measurement approach that many purchasers of health insurance consider a standard for measuring health care quality.

This section includes quality information related to four services:

- **Childhood Immunizations** measures the percent of children who received all recommended immunizations by age two.
- **Well Child Visits** measures the percent of children, ages three through six, who received a preventive health visit.
- Adolescent Well-Care Visits measures the percent of teens, ages 12 through 19, who received a preventive health visit.
- Children's Access to Primary Care Practitioner measures the access to primary care physicians, nurse practitioners, and other primary care providers.

These charts allow you to compare individual health plan scores for each measure.

Plan scores vary widely among measures. In other words, a plan's high/low score in one measure may not indicate a high/low score in another measure. The information is presented for your review and should be used in combination with other factors you consider important in making your health plan choice.

How to Read the Chart

Health Plan	2001 Score											
		0	10	20	30	40	50	60	70	80	90	100
Plan A	63%											
Plan B	59%											
Plan C Find your	63%										vera	
Plan D4 Plan Here	55%								4		ore	
Plan E	76%									al	l Pla	ns
Plan F	55%											
Plan G	72%									Ш	Ш	
Plan H	35%										Ш	
Plan I	55%									ШШ	Ш	
Plan J	56%									ШШ	Ш	
Plan K	57%									ШШ	Ш	
Plan L	55%									ШШ	Ш	
Plan M	73%										Ш	
Plan N	71%							IIII III			Ш	
Plan O	66%							IIII III		ШШ	Ш	
Plan P Higher Score = Better	49%									ШШ	Ш	
Plan Q	44%						Ш			ШШ	Ш	
Plan R	45%									ШШ	Ш	
Plan S	67%											
Plan T	78%										Ш	
Plan U	54%											
Plan V	61%											
Plan W	61%											
Plan X	58%											
		0	10	20	30	40	50	60	70	80	 90	100

Childhood Immunization Status

This measure describes the percentage of children who turned two years old in 2001, who were continuously enrolled for 12 months before their second birthday, and who received immunizations as recommended by the American Academy of Pediatrics.

It is estimated that one million children in the United States do not receive the necessary vaccinations by age two. Immunizations have proven to be one of the easiest and most effective methods of delivering preventative medicine. Immunizations are an important defense against childhood diseases.

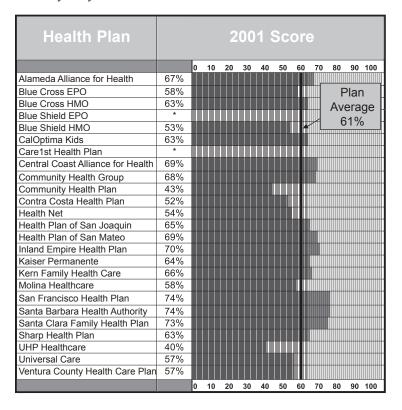
Health Plan	2001 Score									
		0 10	20 30	40	50	60	70	80 9	90 10	0
Alameda Alliance for Health	63%									Ш
Blue Cross EPO	59%						Ш	יום		ات
Blue Cross HMO	63%						Ш	. Pla		Щ
Blue Shield EPO	*			ШШ	ШШ		Ш	Aver	age	Ц
Blue Shield HMO	55%						Ш	60	%	Ш
CalOptima Kids	76%									
Care1st Health Plan	*									Ш
Central Coast Alliance for Health	*									Ш
Community Health Group	72%									Ш
Community Health Plan	35%			Ш	ШШ	Ш	Ш			Ш
Contra Costa Health Plan	*									
Health Net	56%									
Health Plan of San Joaquin	57%									
Health Plan of San Mateo	*									
Inland Empire Health Plan	73%									
Kaiser Permanente	71%									
Kern Family Health Care	66%									
Molina Healthcare	44%									Ш
San Francisco Health Plan	78%									Ш
Santa Barbara Health Authority	*		ШШШ	Ш	ШШ	Ш	Ш			Ш
Santa Clara Family Health Plan	67%									Ш
Sharp Health Plan	54%									Ш
UHP Healthcare	61%									
Universal Care	61%									
Ventura County Health Care Plan	*									
		0 10	20 30	40	50	60	70	80 9	90 10	0

^{*} Not enough data to report the plan's score.

Well Child Visits in the Third, Fourth, Fifth and Sixth Years of Life

This measure describes the percentage of members who were three, four, five, or six years old during the measurement year, who were continuously enrolled in the plan during 2001, and who received one or more well-child visit(s) with a primary care provider during the year.

The American Academy of Pediatrics recommends annual well-child visits for two to six year olds. Benefits of this measure include detection of potential vision, speech, learning, or other problems that may be addressed by early intervention.



^{*} Not enough data to report the plan's score.

Adolescent Well-Care Visits

This measure describes the percentage of members ages 12 through 19 who were continuously enrolled in the plan during 2001, and received at least one comprehensive well-care visit with a primary care practitioner or an OB/GYN practitioner during the year.

Detection of changes in physical, social, and emotional health status during this transitional period in a child's life is of great importance. The American Medical Association and the American Academy of Pediatrics stress the need for yearly well-care visits in this population.

Health Plan	2001 Score										
		0 10 20	30	40	50	60	70	80	90	10	0
Alameda Alliance for Health	34%			Ш					Ш	Ш	Ш
Blue Cross EPO	31%									Ш	Ш
Blue Cross HMO	35%			Ш				Ш	Ш	Ш	Ш
Blue Shield EPO	*					Plar	·····	ΉШ		Ш	Ш
Blue Shield HMO	24%			Ш			-	Ш	Ш	Ш	Ш
CalOptima Kids	38%			Ш		/era	_	Ш		Ш	Ш
Care1st Health Plan	*			ШИ		32%	ó	Ш	Ш	Ш	Ш
Central Coast Alliance for Health	32%		 				ШШ	ПШ		Ш	Ш
Community Health Group	32%			Ш					Ш	Ш	Ш
Community Health Plan	18%			Ш					Ш	Ш	Ш
Contra Costa Health Plan	24%			Ш				Ш	Ш	Ш	Ш
Health Net	27%			Ш				Ш	Ш	Ш	Ш
Health Plan of San Joaquin	24%			Ш				Ш	Ш	Ш	Ш
Health Plan of San Mateo	35%			Ш				Ш	Ш	Ш	Ш
Inland Empire Health Plan	41%							Ш	Ш	Ш	Ш
Kaiser Permanente	32%			Ш				Ш	Ш	Ш	Ш
Kern Family Health Care	32%			Ш				Ш	Ш	Ш	Ш
Molina Healthcare	39%									Ш	Ш
San Francisco Health Plan	40%							Ш	Ш	Ш	Ш
Santa Barbara Health Authority	36%			Ш				Ш	Ш	Ш	Ш
Santa Clara Family Health Plan	36%								Ш		Ш
Sharp Health Plan	34%										
UHP Healthcare	16%								Ш	\mathbb{I}	Ш
Universal Care	35%								Ш	\mathbb{I}	Ш
Ventura County Health Care Plan	27%								\mathbf{IIII}		$\Pi \Pi$
		0 10 20	30	40	50	60	70	80	90	10	0

^{*} Not enough data to report the plan's score.

Children's Access to Primary Care Practitioners

This measure describes:

- 1. Children age 12 months through 6 years who were continuously enrolled during 2001 and had a visit with a primary care practitioner during 2001; and
- practitioner during 2001; and
 2. Children age 7 years through 11 years who were continuously enrolled during 2000 and 2001 and had a visit with a primary care practitioner during 2000 or 2001.

Childhood access to primary care practitioners is positively associated with successful completion of recommended immunizations and identification and treatment of childhood conditions at early stages of disease.

Health Plan	2001 Score								
		0 10 2	0 30	40 5	0 60	70	80	90	100
Alameda Alliance for Health	87%							Ш	
Blue Cross EPO	91%								
Blue Cross HMO	84%							Ш	
Blue Shield EPO	*		ШШШ			ШШ		Ш	
Blue Shield HMO	68%				an	Ш		Ш	
CalOptima Kids	73%			Ave	rage			Ш	
Care1st Health Plan	*			80	1%	ШШ		Ш	
Central Coast Alliance for Health	92%		ШШШТ				₩∭		
Community Health Group	88%							Ш	Ш
Community Health Plan	51%							Ш	
Contra Costa Health Plan	85%							Ш	
Health Net	61%							Ш	
Health Plan of San Joaquin	89%								
Health Plan of San Mateo	85%							Ш	
Inland Empire Health Plan	83%							Ш	
Kaiser Permanente	94%								
Kern Family Health Care	91%								
Molina Healthcare	65%							Ш	
San Francisco Health Plan	75%							Ш	
Santa Barbara Health Authority	92%								
Santa Clara Family Health Plan	88%								
Sharp Health Plan	87%								
UHP Healthcare	43%							Ш	
Universal Care	87%								
Ventura County Health Care Plan	89%								
		0 10 2	0 30	40 5	0 60	70	80	90	100

^{*} Not enough data to report the plan's score.

Members' Experience

What families think about their children's health and dental plans

The Healthy Families Program conducted a survey to assess families' satisfaction and experiences with their children's health and dental plans. The survey results provide you with additional information about your Healthy Families Program health and dental plan choices. Some plans operate in one county, other plans operate in multiple counties.

An independent survey company conducted the survey and prepared this report. The survey was not sponsored or conducted by plans participating in the program. This report was developed based on feedback from families in the Healthy Families Program.

The survey was conducted in five languages—English, Spanish, Vietnamese, Korean and Chinese. Families were randomly selected to participate in the survey. Only those families with a child enrolled in the program for at least six months were eligible to participate. Over 20,000 families were selected for the survey. Of those families surveyed, 65% responded to questions about their health plan, and 46% responded to questions about their dental plan. Responses received from families surveyed were kept confidential.

The survey was conducted by mail during the months of August through November 2002.

The survey asked families about their experiences with the health and dental care their children received in the last six months. Specific questions were related to the ability to get care when they needed it, or if the office staff treated them with courtesy and respect. Families were

also asked to rate their child's health/dental care and health/dental plan.

Studies show that different language and cultural groups respond to surveys differently. In comparing the results among language groups in this survey, it seems that the language

spoken influenced how members rated a plan. While most families are satisfied with the program, people who answered the survey in Korean and Chinese expressed less satisfaction than those who answered in other languages. Some plans participating in the program had a high number of people who responded in Korean and Chinese, and therefore had lower scores than plans with fewer people responding in Korean and Chinese. No one yet understands how to account for these differences.

How to Read the Chart

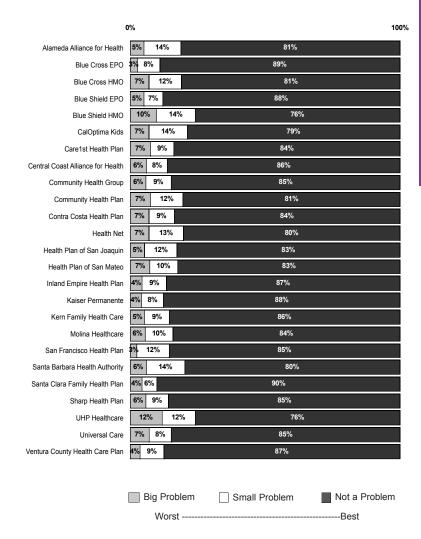
Percentage of families who gave the least positive answers to the survey questions. These answers are always at this end of the bar in gray. Percentage of families who gave in-between answers to the survey questions. These answers are always in the middle of the bar in white.

Percentage of families who gave the most positive answers to the survey questions. These answers are always at this end of the bar in black.

Getting Needed Care for Your Child

This chart shows the results of 4 survey questions that asked families how much of a problem in the last 6 months it was to:

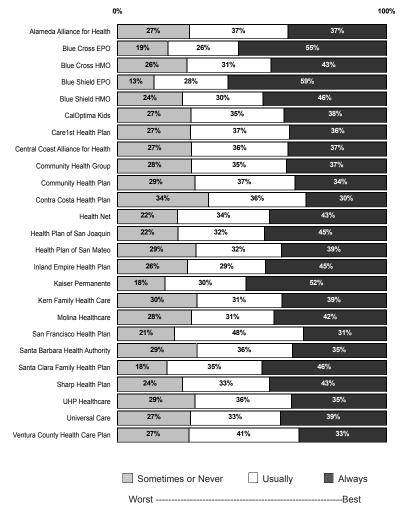
- Get a personal doctor or nurse they were happy with for their child
- Get a referral to a specialist that their child needed to see
- Get care for their child that they or their doctor believed necessary
- Get care approved by their child's health plan without delays



Getting Care Quickly for Your Child

This chart shows the results of 4 survey questions that asked families how often in the last 6 months they:

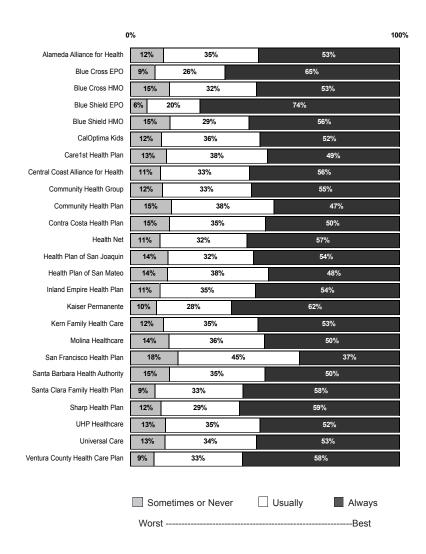
- Got the help or advice they needed for their child when they called during regular office hours
- Got an appointment as soon as they wanted for their child for regular or routine health care
- · Got care as soon as they wanted for their child for an illness or injury
- Waited less than 15 minutes past their child's appointment time to see the person their child went to see



How Well Doctors Communicate

This chart shows the results of 4 survey questions that asked families how often in the last 6 months their child's doctors or other health providers:

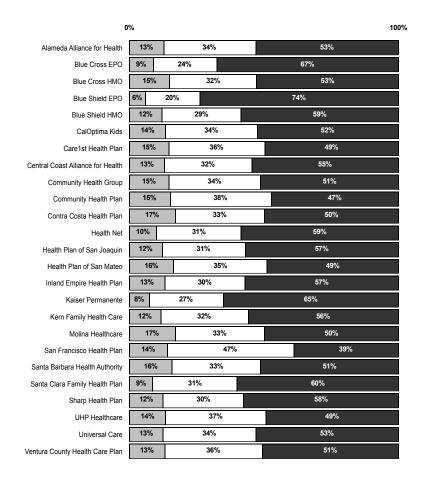
- · Listened carefully to them
- Explained things in a way they could understand
- Showed respect for what they had to say
- Spent enough time with their child



Courteous and Helpful Office Staff

This chart shows the results of 2 survey questions that asked families how often in the last 6 months the office staff at their child's doctor's office or clinic:

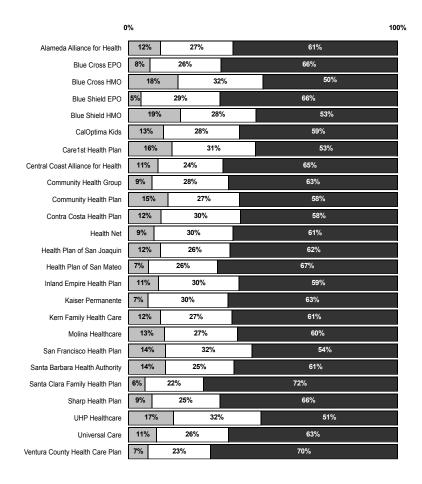
- Treated them and their child with courtesy and respect
- Were as helpful as the family thought they should be



Sometimes or Never	Usually	Alway
Worst		Rest

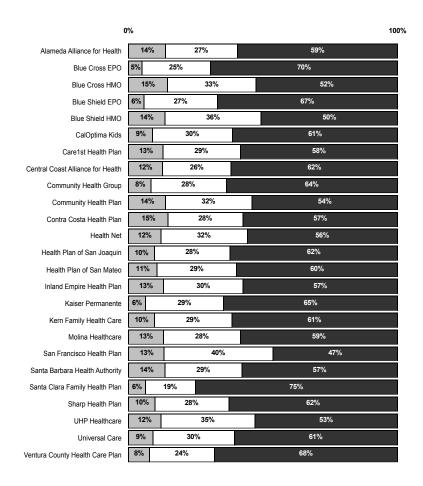
Personal Doctor or Nurse

This chart shows the results of a survey question that asked families to rate their child's personal doctor or nurse on a scale of 0 ("worst personal doctor or nurse possible") to 10 ("best personal doctor or nurse possible") based on their experiences in the last 6 months.



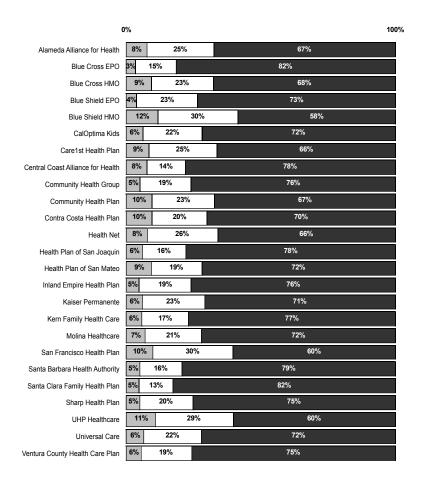
Health Care

This chart shows the results of a survey question that asked families to rate their child's health care from all doctors and other health providers on a scale of 0 ("worst health care possible") to 10 ("best health care possible") based on their experiences in the last 6 months.



Health Plan

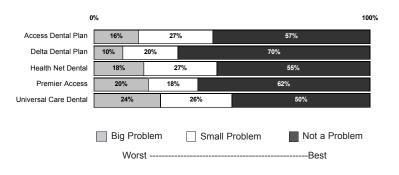
This chart shows the results of a survey question that asked families in each plan to rate their child's health plan on a scale of 0 ("worst health plan possible") to 10 ("best health plan possible") based on their experiences in the last 6 months.



Getting Needed Care for Your Child

This chart shows the results of 4 survey questions that asked families how much of a problem in the last 6 months it was to:

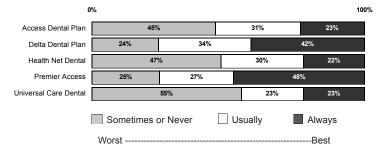
- Get a personal dentist they were happy with for their child
- Get a referral to a specialist that their child needed to see
- Get care for their child that they or their dentist believed necessary
- Get care approved by their child's dental plan without delays



Getting Care Quickly for Your Child

This graph shows answers to 4 survey questions that asked families how often in the last 6 months they:

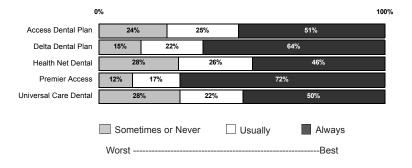
- Got the help or advice they needed for their child when they called during regular office hours
- Got an appointment as soon as they wanted for their child for regular or routine dental care
- · Got care as soon as they wanted for their child for an urgent dental need
- Waited less than 15 minutes past their child's appointment time to see the person their child went to see



How Well Dentists Communicate

This chart shows the results of 4 survey questions that asked families how often in the last 6 months their child's dentists or other dental providers:

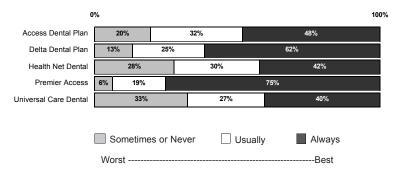
- · Listened carefully to them
- Explained things in a way they could understand
- · Showed respect for what they had to say
- Spent enough time with their child



Courteous and Helpful Office Staff

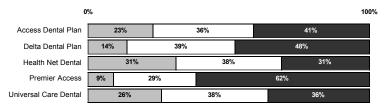
This chart shows the results of 2 survey questions that asked families how often in the last 6 months the office staff at their child's dental office or clinic:

- Treated them and their child with courtesy and respect
- Were as helpful as the family thought they should be



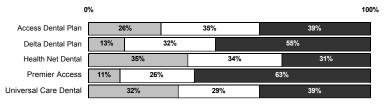
Personal Dentist

This chart shows the results of a survey question that asked families to rate their child's personal dentist on a scale of 0 ("worst personal dentist possible") to 10 ("best personal dentist possible") based on their experiences in the last 6 months.



Dental Care

This chart shows the results of a survey question that asked families to rate their child's dental care from all dentists and other dental providers on a scale of 0 ("worst dental care possible") to 10 ("best dental care possible") based on their experiences in the last 6 months.



Dental Plan

This chart shows the results of a survey question that asked families to rate their child's dental plan on a scale of 0 ("worst dental plan possible") to 10 ("best dental plan possible") based on their experiences in the last 6 months.

